Fairfax County
NCS
Neighborhood and Community Services

Department of Neighborhood & Community Services

Trends in Community Needs

Illustrated by Demand for CSP Services

Update: FY 2016

7/2016

Coordinated Services Planning (CSP)

CSP provides callers direct access to a specialist who will listen to the expressed need, assess the situation, explore possible short and long term solutions, and coordinate resources within the community.

CSP Data

- As a "front door" to Fairfax County's human services system, CSP is well positioned to capture trend information about needs of vulnerable households and the system's overall capacity to meet those needs.

- **Examples of data collected:**

  - ✓**Client Service Interactions**
  - ✓**Contacts**
  - ✓**Case Data**

Client Service Interactions

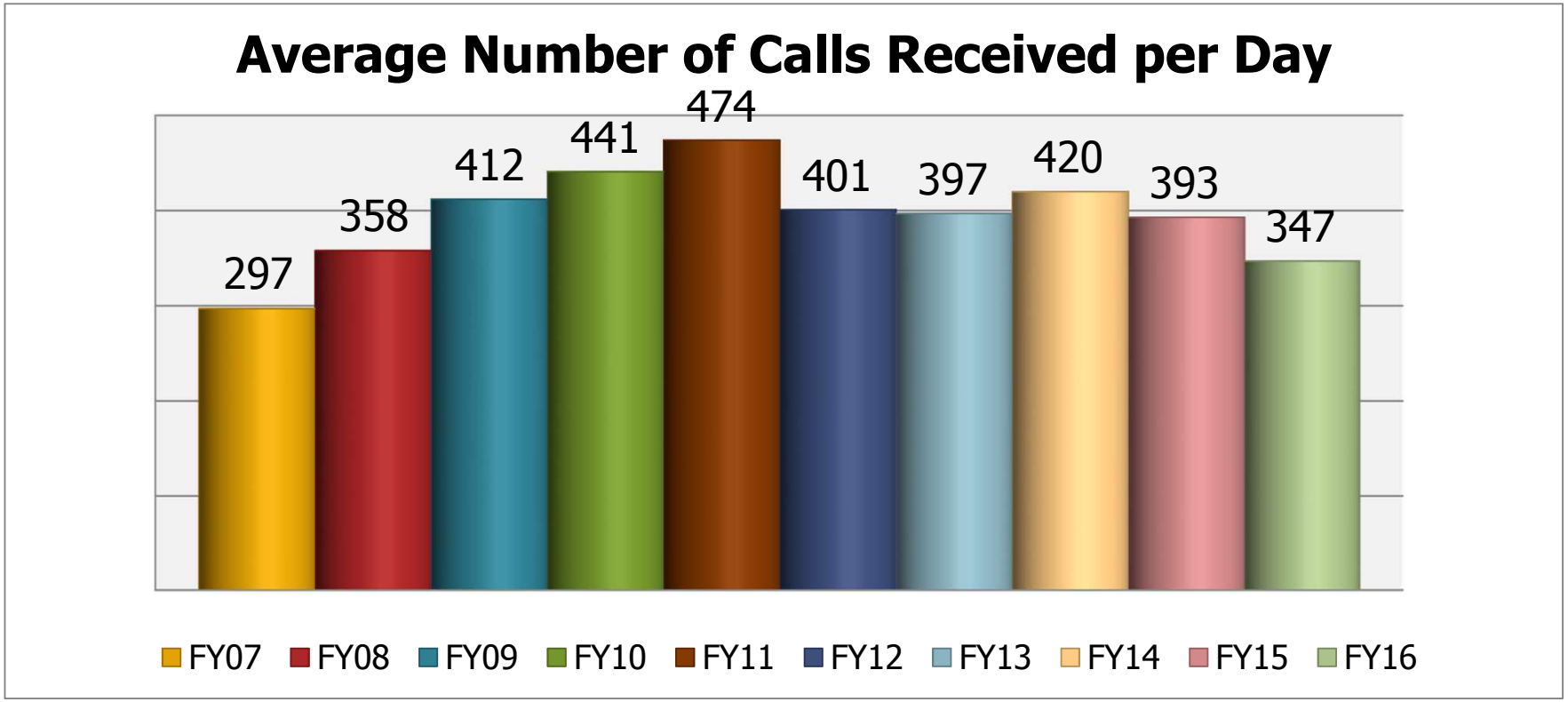
- Client service interactions represent incoming calls to the CSP line as well as outbound calls made by workers to coordinate with clients, community-based organizations, landlords, utility companies, etc.

- In early FY 2011, CSP implemented new automated call distribution (ACD) technology that allows greater flexibility in routing calls, including allowing clients already working with a CSP to reach their worker more quickly for follow-up. Prior to this system, CSP could not accurately collect information on outbound case coordination calls.

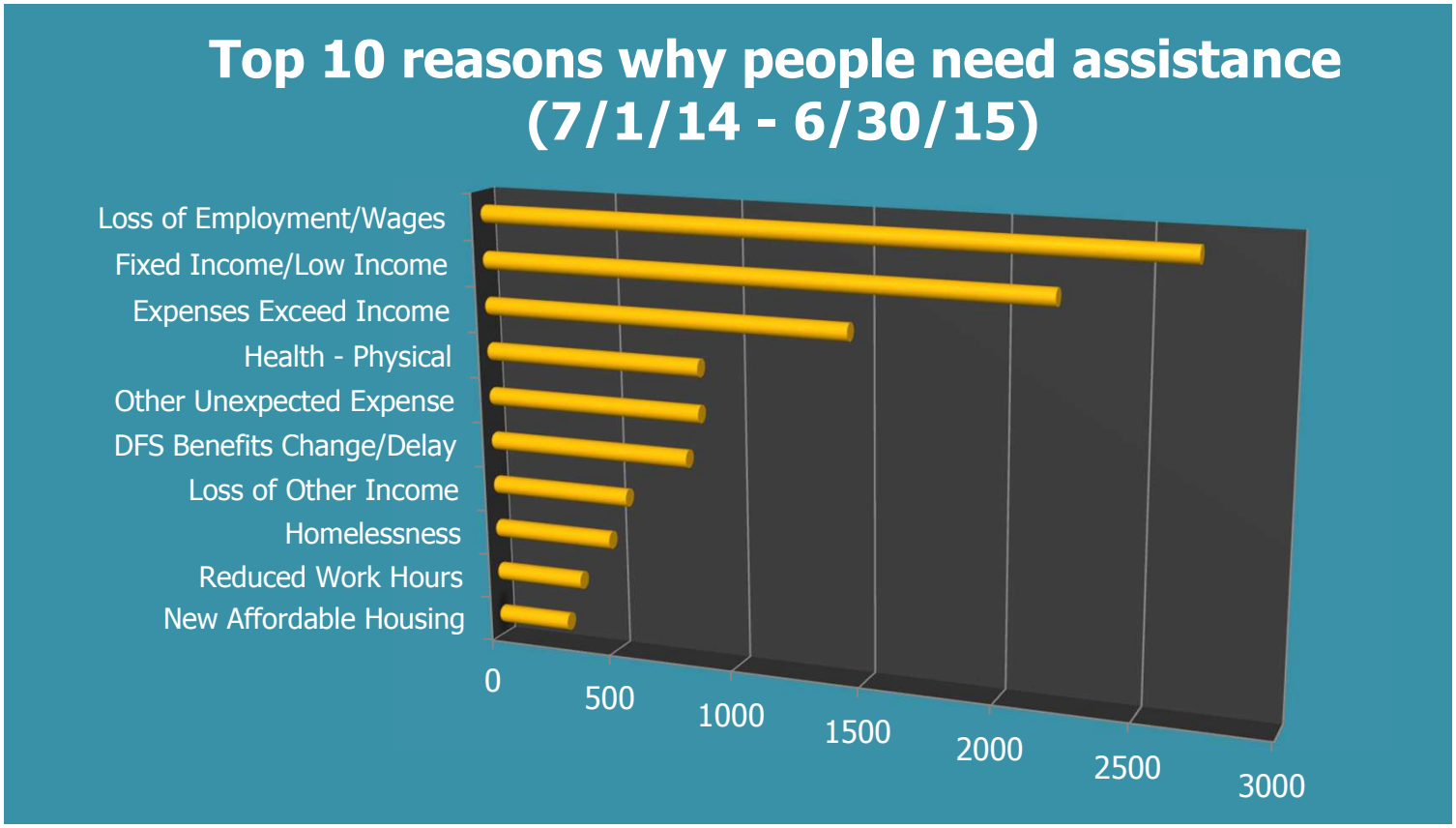
  - **FY 2011** - 181,510
  - **FY 2012** - 166,991
  - **FY 2013** - 161,476
  - **FY 2014** - 182,383 (includes 8,723 email interactions)
  - **FY 2015** – 167,253 (includes 16,448 email interactions)
  - **FY 2016** – 157,937 (includes 15,968 email interactions)

CSP Call Volume Data

- Calls to CSP increased dramatically over the course of the economic downturn. Average daily call volume increased steadily from an average of 297 per day in FY 2007 to 474 calls per day in FY 2011. In November 2010 CSP had a daily high of over 780 calls. The average in FY 2016 was 347.



Why do people need assistance?

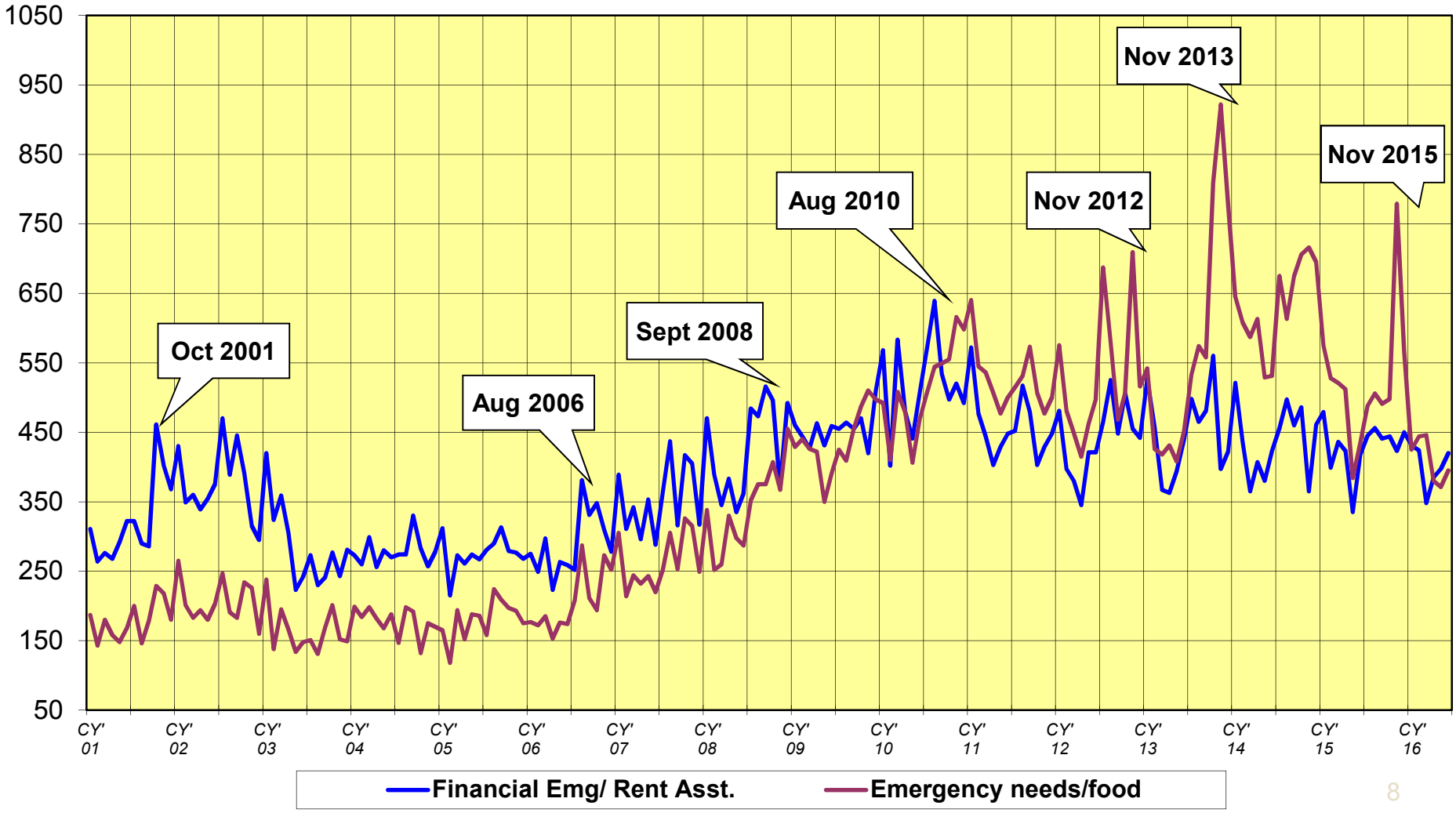


Contacts

- Contact Data
  - CSP workers record the topics of each call, whether the caller receives information only or more intensive services.
  - Contact topics provide a broad, timely snapshot of particular needs in the community, such as food or housing assistance.
  - After a prolonged increase since August 2006, requests to CSP have begun to slowly decrease. **Requests for housing payment assistance peaked at 639 in August of 2010.**
  - Requests for emergency food assistance increased dramatically in recent years. In **FY 2016** CSP received **5,791 requests for emergency food**, this is more than double the 2,800 requests made in FY 2007. The most emergency food requests received by CSP in one month was 922 in November 2013.

Emergency Rent & Food Contacts

Jan 2001 – Jun 2016



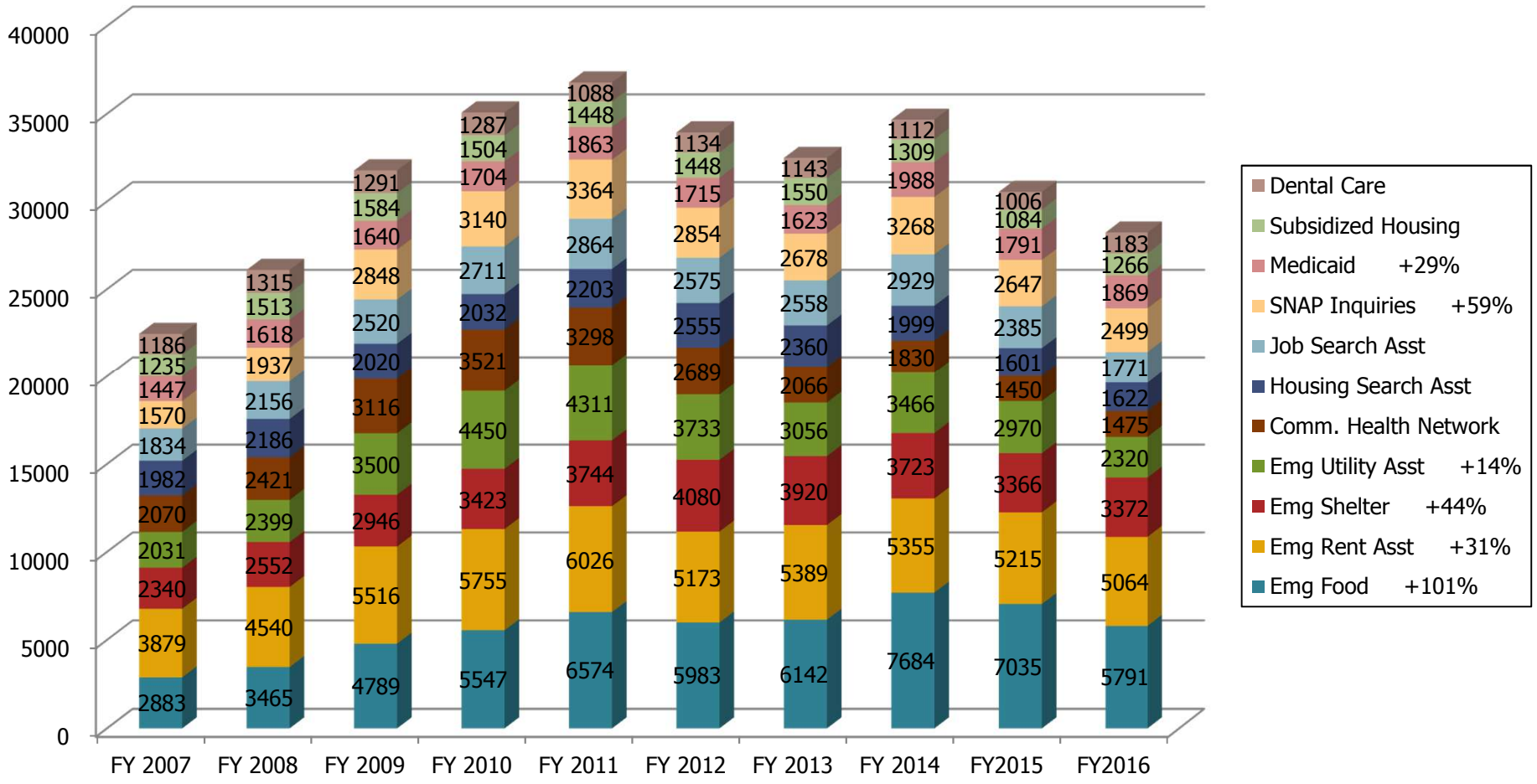
"Top Eleven" Contact Topics

- The "Top 11" contact topics of calls to CSP consistently represent just over half of all specific requests.
- Since July 2007, there has been an 26% increase in requests for the "Top 11." In that same timeframe, the Fairfax County population has grown about 8%.
- Topics with the largest increase include emergency food and food stamps, emergency utility assistance, and emergency shelter.
- The chart on the following slide shows the "Top 11" since 2007.

"Top 11" Contact Topics

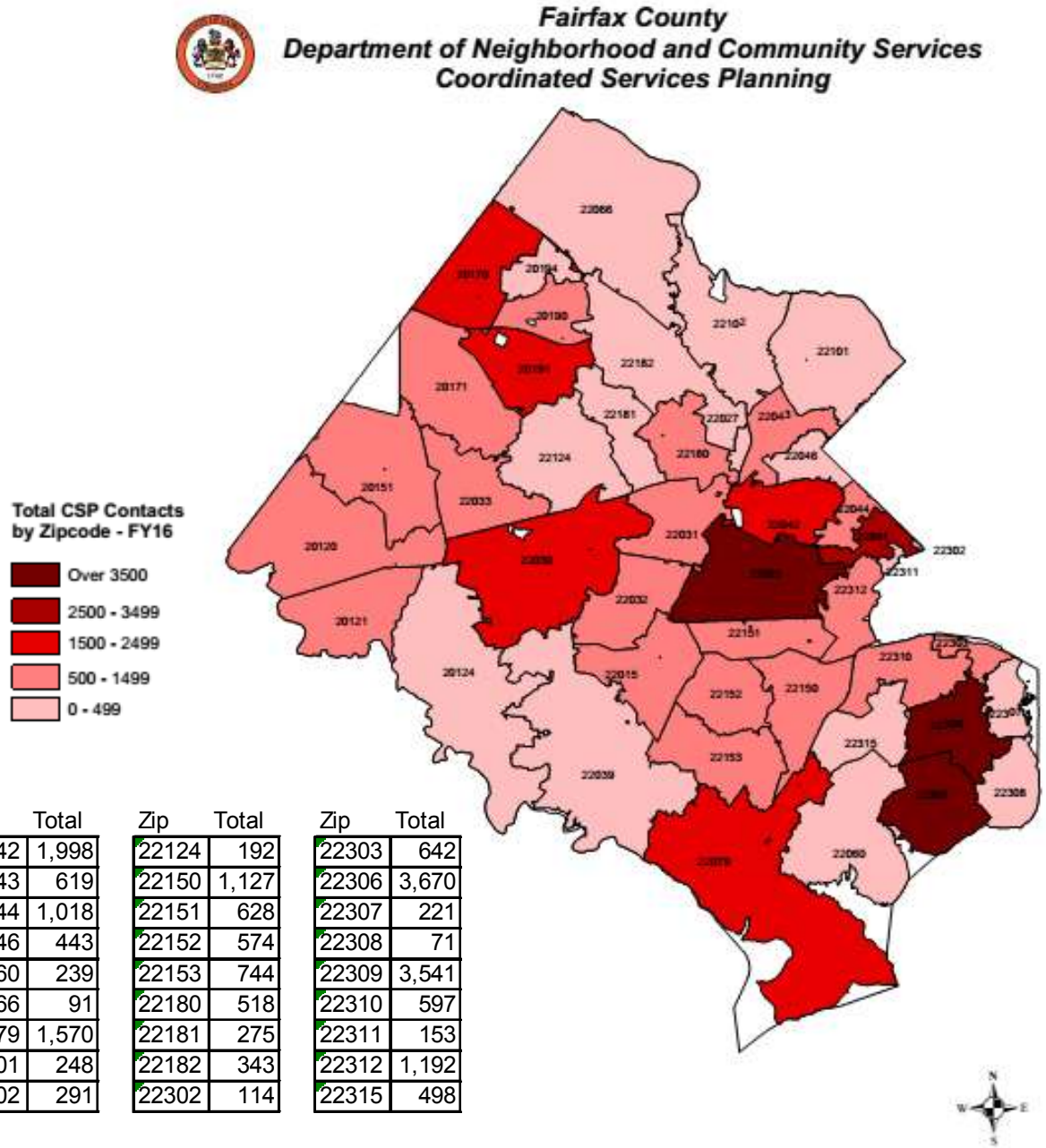
FY 2007 – FY 2016

26 % increase since FY 2007



*Emg Shelter totals include contacts for adult only and family shelter. Family shelter contacts were excluded in prior years' reports.

CSP Contacts by Zip Code



Zip	Total
20120	1,128
20121	1,227
20124	120
20151	779
20170	1,668
20171	1,005
20190	1,282
20191	1,540
20194	136

Zip	Total
22003	3,559
22015	871
22027	41
22030	2,365
22031	1,230
22032	607
22033	985
22039	82
22041	2,623

Zip	Total
22042	1,998
22043	619
22044	1,018
22046	443
22060	239
22066	91
22079	1,570
22101	248
22102	291

Zip	Total
22124	192
22150	1,127
22151	628
22152	574
22153	744
22180	518
22181	275
22182	343
22302	114

Zip	Total
22303	642
22306	3,670
22307	221
22308	71
22309	3,541
22310	597
22311	153
22312	1,192
22315	498

Case Data

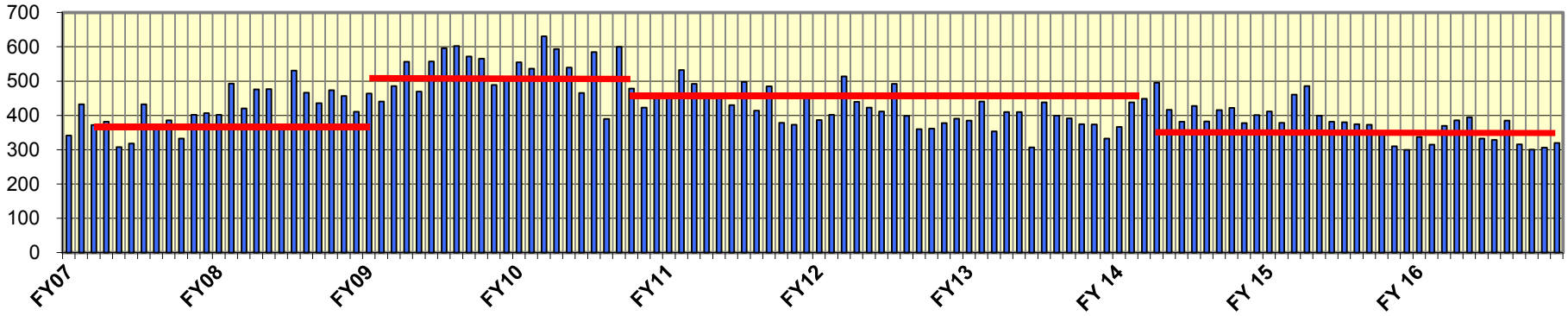
- Case Data
  - ❖ CSP creates an electronic case file for callers who request assistance with basic needs through community or public resources.
  - ❖ Information on the outcomes of these requests (i.e., whether and how they are filled) provides a snapshot of the community's capacity to meet its residents' needs.
  - ❖ CSP does not collect public case data for state or federal programs. For example, while CSP provides information and referral for Food Stamps, we do not collect data on who enrolls.

Average Number of New Cases

Per Month, FY 2007 – FY 2016

- A "new" case in CSP is someone brand new to our system. CSP maintains electronic case records indefinitely to reference for repeat callers.

- The average number of new cases opened by CSP increased from 370 a month in FY07 to a high of about 525 per month in FY09-10. After a period of variability, the rate of new case growth has decreased to almost 350 per month.

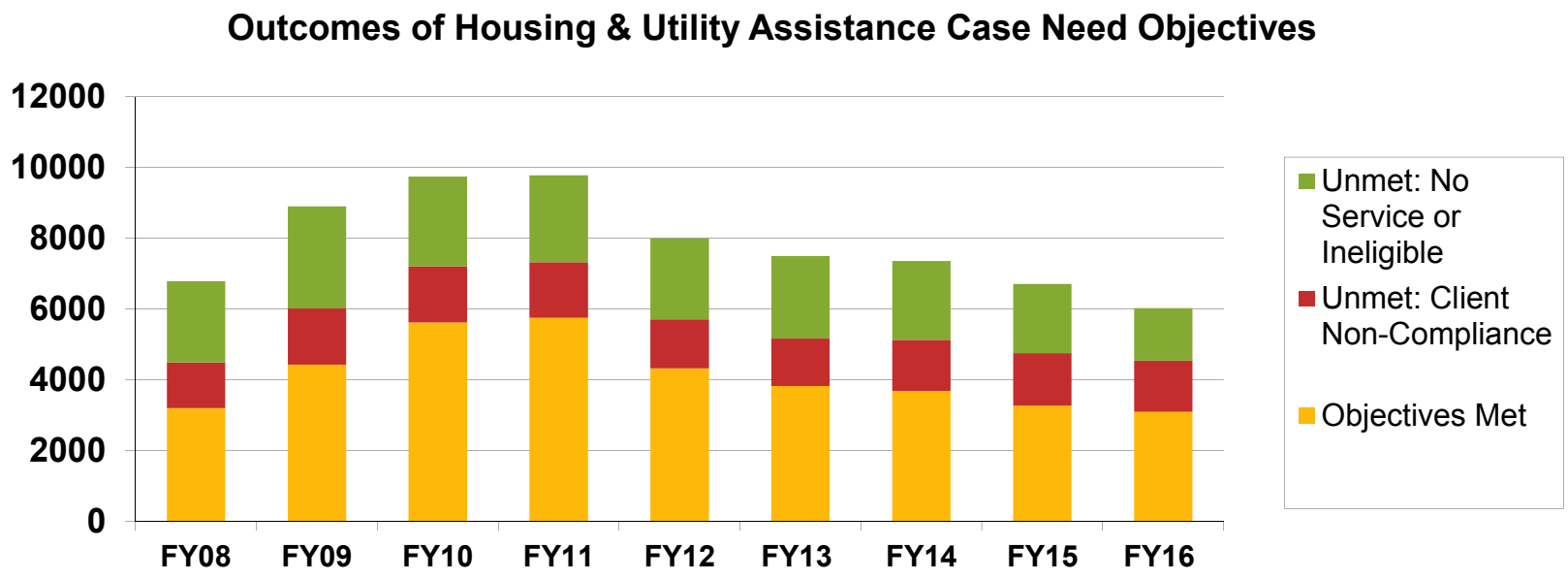


Case Objective Outcomes

- Case objectives for basic needs can be met with CBO assistance, through creative use of the caller's personal resources, by public services, or by some combination of these.
  - Of all objectives met, over 86% are met with community-based resources.
- Case objectives may go unmet if a client does not comply with his or her service plan, if CBO resources are exhausted, or if the client is not eligible for services (e.g., for housing assistance, if a household's ongoing expenses exceed their income, or if they have received help previously within one year).
  - Housing and utility payment needs account for 79% of unmet objectives.

Housing & Utility Payment Case Needs

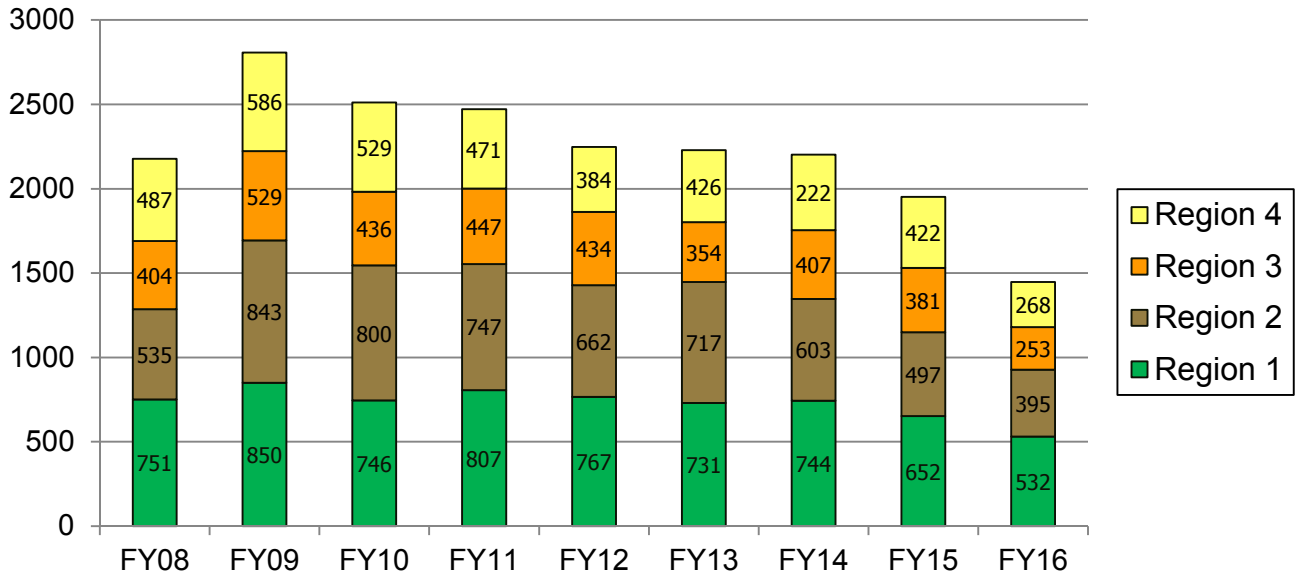
- Housing and Utility Payment Assistance objectives consistently represent between 40-50% of all case needs. The community's ability to respond has struggled to keep pace with the level of need. New funds made available through the TANF-Emergency Assistance program in late FY10 and early FY11 helped many families with emergency rent assistance.



Unmet Housing & Utility Case Needs

by Human Services Region

- The number of requests for housing/utility payment assistance and the community's capacity to respond to those requests vary across the diverse regions of the county. The chart below shows regional differences in housing payment and utility needs that went unmet, either because community-based funding was temporarily depleted or, more often, because households were not eligible for assistance.



Impact of the Economy:

Income Disparity in Fairfax County

- Income disparity has grown markedly in the past decade. In 1999, the mean income for the highest earning 20% of households was 8.8 times the mean of the lowest earning 20%. By 2013, the mean income of the highest 20% had increased to 10.9 times that of the lowest.

Mean Household Income: Comparison of 1999 and 2013 Incomes (in 2013 Dollars)			
20% Intervals	**1999**	**2013**	**% change**
Lowest Quintile	$ 35,774	29,175	-18.4%
Second Quintile	$ 76,589	71,157	-7.1%
Third Quintile	$ 113,181	111,506	-1.5%
Fourth Quintile	$ 161,870	164,098	1.4%
Highest Quintile	$ 314,835	319,008	1.3%

Sources: U.S. Bureau of the Census, 2000 Decennial Census and 2011 American Community Survey; and U.S. Bureau of Labor Statistics, CPI Inflation Calculator.

Final Note

More than 10 years of historical data on demand for CSP services help illustrate how community needs fluctuate along with changes to the larger economy.

As economic conditions improve and demand for services begin to slowly decrease, these trend data will continue to be important as indicators of where (and why) there are still unmet needs.